GOVERNMENT OF INDIA
LABOUR AND EMPLOYMENT
LOK SABHA

UNSTARRED QUESTION NO:2656
ANSWERED ON:14.03.2016
Grievances of Pensioners
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Will the Minister of LABOUR AND EMPLOYMENT be pleased to state:

(a)whether the Government receives complaints regarding grievances of pensioners;
(b)whether Employees Provident Fund Organisation has failed to take appropriate action on the grievances of pensioners; and
(c) the time by which online grievances registering system is likely to be operational throughout the country?

Answer

MINISTER OF STATE (IC) FOR LABOUR AND EMPLOYMENT
(SHRI BANDARU DATTATREYA)

(a): Yes, Madam.

(b) & (c): Employees' Provident Fund Organisastion (EPFO) promptly attends to the grievances including those of pensioners immediately in accordance with the provisions of Employees' Provident Funds & Miscellaneous Provisions (EPF&MP) Act, 1952 and the Schemes framed thereunder.
EPFO has already implemented internet-based online grievance registration & management system, namely, Employees' Provident Fund Internet based Grievance Management System (EPFiGMS) since 5th May, 2010. Online grievances are also received in EPFO through the Centralized Public Grievance Redress and Monitoring System (CPGRAMS) Portal. Generally, all the grievances are settled/redressed by EPFO within 30 days of registration.
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